

Reporting Hierarchy (5.1)

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DeskPRO has a number of fields that have hierarchies such as Departments, Organizations, Categories, Products and Custom choice fields. Reports will now denote hierarchy for example being able to see a total count for the organization and its sub-organizations. The below image demonstrates a few real life examples of what the reporting will allow.

Full report

Organization	Tickets	Total
National	0	1000
-- East	0	500
-- New York City	0	250
-- Cafe A	100	100
-- Cafe B	150	150
-- Chicago	0	100
-- Cafe A	50	50
-- Cafe B	50	50
-- Philadelphia	0	150
-- Cafe A	75	75
-- Cafe B	75	75
-- West	0	500
-- San Francisco	0	250
-- Cafe A	100	100
-- Cafe B	150	150
-- El Paso	0	100
-- Cafe A	50	50
-- Cafe B	50	50
-- Seattle	0	150
-- Cafe A	75	75
-- Cafe B	75	75

GROUP BY HIERARCHY(tickets.organization, 2)

Organization	Total
National > East	500
National > West	500

GROUP BY HIERARCHY(tickets.organization, 2, 3)

Organization	Total
National > East	500
-- New York City	250
-- Chicago	100
-- Philadelphia	150
National > West	500
-- San Francisco	250
-- El Paso	100
-- Seattle	100

GROUP BY HIERARCHY(tickets.organization, 3)

Organization	Total
National > East > New York City	250
National > East > Chicago	100
National > East > Philadelphia	150
National > West > San Francisco	250
National > West > El Paso	100
National > West > Seattle	100

WHERE HIERARCHY_DESCENDS_FROM(tickets.organization, 125)

Organization	Total
National > East > Chicago > Cafe A	50
National > East > Chicago > Cafe B	50

Imagine "Chicago" had ID of 125